HUMAN RESOURCES DEPARTMENT
JOB DESCRIPTION

Job Title:	**Director of IT Infrastructure & Technical Services**	FLSA Status:	**Exempt**
Job Family:	**Administrative**	Pay Range:	**J**
Prepared/Revised Date:	**October 18, 2022**	Job Code:	**10325**

SUMMARY: Responsible for directing all aspects of the systems, services, infrastructure, networks and end user technology platforms throughout the District. Provides collaborative management, strategic vision, dynamic team and servant-based leadership for IT operations. Directs infrastructure and IT support staff to ensure a secure, maintainable, highly available environment of data center, applications, servers, storage infrastructure, data and voice networks, security, disaster recovery, backup processes, internet and remote access in support of PSD's teaching, learning and operations. Maintain business continuity strategies for restoring critical services and maintain Service Level Agreements (SLAs). Work in partnership with IT leadership to align Information Technology with the overall PSD direction, strategy and vision.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Description of Job Tasks
1. Oversee the design, implementation, daily operation and maintenance of network infrastructure, telecommunications systems, virtualization, servers, databases, storage systems, and security systems.
2. Work with other IT staff and departments in the coordination of projects, training, procedures, and administrative guidelines involving technology. Provide operational and project management.
3. Allocate and review work of assigned staff. Provide guidance, leadership and mentoring to develop the technical expertise needed to meet long-term business needs. Supervise, and evaluate the performance of assigned staff.
4. Manage the IT Infrastructure and Technical Services budgets, including vendor management and internal procurement processes.
5. Define, implement, manage, and review operational metrics and monitoring/alerting for critical IT services, including overall network performance and system uptime. Generate reports and analysis for review by the Chief Technology Officer and leadership team.
6. Partner with IT and District management in the development and maintenance of a comprehensive security program, with a focus on computing resources and data privacy.
7. Plan, collaborate, and coordinate internally with staff members throughout the District as well as externally with vendors, contractors, and organizations to ensure proper integration of systems and applications in schools, instructional support groups, and operational units.
8. Oversee, research, design, and coordinate development of strategic solutions and multi-year roadmaps to address business and educational needs. Evaluate and specify systems and technologies. Develop processes and procedures for efficient utilization, security, compliance and operation of technology systems, Disaster Recovery/Business Continuity processes and all other IT support services provided.
9. Design, implement and maintain the District's phone/voicemail, cable television, building intercom systems, public address systems, video distribution systems and other audio-visual systems.
10. Ensure compliance of the organization's daily activities and strategic plans to District and Department policies and administrative guidelines.
11. Attend work and arrive in a timely manner.
12. Perform other duties as assigned.

EDUCATION AND RELATED WORK EXPERIENCE:
- Bachelor's degree in computer science, computer information systems, engineering or related field, Master's degree preferred
- More than five years of recent experience in senior level management in IT enterprise operations, customer support, project management, and team leadership, ideally within a multiplatform virtualized server environment with diverse application integrations and related infrastructure
- Equivalent combination of education and experience acceptable

LICENSES, REGISTRATIONS or CERTIFICATIONS:
- Criminal background check required for hire
- Valid Colorado driver's license

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:
- Oral and written communication skills
- English language skills
- Interpersonal relations skills
- Strong knowledge and understanding of K-12 instructional mandates and goals
- Strong customer service skills
- Personal computer and keyboarding skills
- Exemplary customer service and public relations skills
- Critical thinking and problem solving skills
- Bilingual oral and written communication skills preferred
- Ability to maintain confidentiality in all aspects of the job
- Ability to manage multiple tasks with frequent interruptions
- Ability to diffuse and manage volatile and stressful situations
- Ability to provide visionary leadership and goal setting
- Ability to determine priorities, multi-task, meet deadlines, and research and apply new technologies as necessary
- Ability to develop processes and procedures with industry best practice guidelines
- Advanced knowledge of VMWare, HA configuration, DNS, DHCP, Firewall, Proxy and Web services, networking and troubleshooting
- Proficient knowledge of the concepts, theory and operation of cable and closed-circuit television systems, public address and intercom systems, video distribution/retrieval systems
- Advanced knowledge of Microsoft (MS) Windows Server 2008/2012/2016, MS Active Directory/LDAP, Group Policy, MS Windows Server Cluster, MS Systems Center Configuration Manager (SCCM), MS SQL 2008/2012/2016 and MS Windows 8.1/10, off hours/remote patch management/update strategies for transient devices
- Advanced knowledge of the design and function of security devices such as firewalls, endpoint protection (anti-virus, encryption, filters), intrusion detection/protection systems and spam control devices
- Proficient knowledge of information security concepts and practices
- Knowledge of, and previous experience with, E-Rate desired
- Knowledge of various software applications utilized in conjunction with various interactive whiteboards, projection systems and LCD display systems
- Knowledge of Linux/UNIX load-balancing and general web filtering technologies
- Advanced knowledge of Disaster Recovery and Business Continuity process design, implementation and governance
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, Superintendent policies and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:
- Operating knowledge of and experience with personal computers, peripherals
- Operating knowledge of and experience with Microsoft Office / O365, ticketing system, project management and other department software packages
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E-mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	# of EMPLOYEES
Direct reports:	Systems Administrator I	2
	Systems Administrator II	1
	Network-Telecom Technician	1
	Network Engineer II	2
	Database Administrator II	1
	Technical Support Specialist I	10
	Technical Support Specialist II	2
	IT Electronics Technician	3
	IT Electronics Technician II & Asset Mgmt Lead	1
	Data Communications Specialist	2

- Responsible for assisting with interviewing, hiring and training employees; assisting with planning, assigning and directing work with 24/7/365 support; assisting with appraising performance; assisting with rewarding, disciplining and terminating employees; and assisting with addressing complaints and resolving problems

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			X	
Walk			X	
Sit			X	
Use hands to finger, handle or feed			X	
Reach with hands and arms		X		
Climb or balance	X			
Stoop, kneel, crouch, or crawl	X			
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds			X	
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X
Analyze				X

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Communicate				X
Copy		X		
Coordinate				X
Instruct			X	
Compute			X	
Synthesize			X	
Evaluate				X
Interpersonal Skills				X
Compile				X
Negotiate			X	

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions		X		
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	X
Moderate	
Loud	
Very Loud	